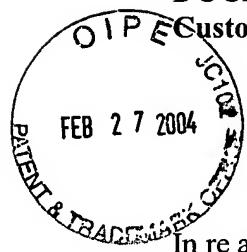


O I P E DOCKET NO. 11157SSUS04C (NORT10-00349)

PATENT

Customer No. 33000



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: : K. Scott Ramey, et al.
Serial No. : 10/662,603
Filed : September 15, 2003
For : METHOD, APPARATUS, AND ARTICLE OF
MANUFACTURE FOR WEB-BASED CONTROL OF A
CALL SERVER
Group No.: 2661
Examiner: Not yet assigned

MAIL STOP MISSING PARTS

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

PRELIMINARY AMENDMENT

Please preliminarily amend the above-identified application as follows: